Information Technology Planning for Montana's Health Insurance Exchange

January 15, 2011

What is an Exchange? An IT Perspective

A Website

- One-stop online marketplace
- Easy to understand, navigate and purchase
- Available 24/7
- Excellent response time
- Scales to high traffic loads

A Call Center

- Another consumer interface
- Same underlying processes and systems
- Same level of quality and performance

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What is an Exchange? An IT Perspective

A Set of Business Processes and Applications

- Eligibility screening for public programs
- Standardized presentation of benefit plans
- Calculator for tax credits and subsidies
- Shopping cart / financial transaction manager
- Processes to submit, qualify and rate benefit plans
- State and federal reporting

A Technical Architecture

- Servers
- Database s
- Content Management system
- Operating system
- Network
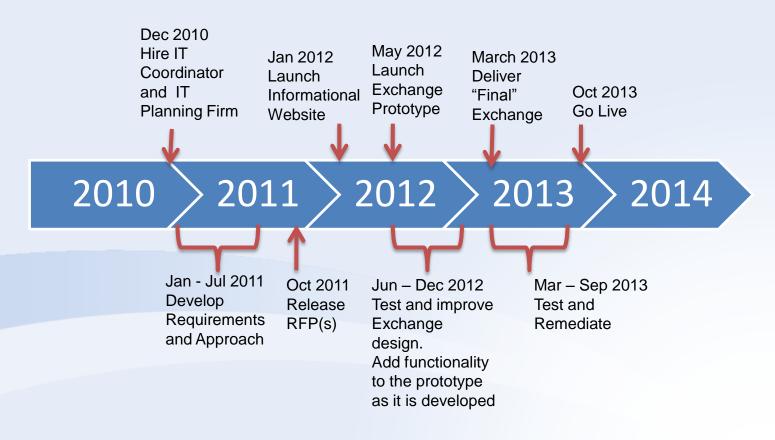- Security
- Interfaces to other systems

What is an Exchange? An IT Perspective

An Organization

- Human Resources

- Organizational processes

- Payroll / accounting

- Desktop computing

- Email

- Telephones

- Training

IT Timeline (draft)

Dec 2010 Hire IT Coordinator and IT Planning Firm

Jan 2012 Launch Informational Website

May 2012 Launch Exchange Prototype

March 2013 Deliver "Final" Exchange

Oct 2013 Go Live

| 2010 | 2011 | 2012 | 2013 | 2014 |

Jan - Jul 2011 Develop Requirements and Approach

Oct 2011 Release RFP(s)

Jun – Dec 2012 Test and improve Exchange design. Add functionality to the prototype as it is developed

Mar – Sep 2013 Test and Remediate

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Federal Guidance

Guidance for Exchange and Medicaid IT Systems (11/3/2010)

- Seamlessly integrate with Medicaid, HMK and other partners
- Generate data for reporting
- Use HIPAA and HIT transactions where applicable
- Meet HIPAA standards for security and privacy
- Services Oriented Architecture
- Efficient and scalable infrastructure
- Authoritative data sources
- Open architecture (non-proprietary)
- Isolate business rules from application logic

Rules governing the operation of

Exchanges will be published this Spring and Fall

State Guidance

- Legislative and policy decisions
- Stakeholder feedback / focus groups
- Interagency Working Group
  - Map out business processes between public programs and the Exchange
  - Leverage existing systems and infrastructure
  - Stay in line with state policies and rules

States to Watch

- Massachusetts

- Wisconsin

- Illinois

- Utah

- Oklahoma

- Early Innovator Grant Recipients

IT To-Do List: 2011

❑   Gather business requirements

❑   Develop technical requirements

❑   Do gap and alternatives analysis

❑   Choose architecture and approach

❑   Write an implementation plan

❑   Develop an IT budget

❑   Release RFP(s) for design and development

❑   Award contracts

HELP!

Thank You

Office of the Commissioner of Securities and Insurance

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